**TARIQ**





**Email:** **tariq-389160@2freemail.com**

**SUMMARY**

An organized, results-oriented Customer Service Professional with an excellent track record of significantly increasing service quality, sales and customer base. Outstanding communication, relationship-building, and influencing skills; competent in building customer relationships which inspire confidence and loyalty. A highly efficient individual with extensive team leadership experience, able to adapt well to new environments and learn new processes quickly to achieve outstanding results. Strong ability to multi-task and prioritize, and able to organize, train and monitor teams. Seeking a new, challenging role in a charity which will utilize existing skills.

**EXPERIENCE**

**E-commerce Executive**

**Innovation, E-commerce, Magento, Content, Technology, Internet, and Online Shopping**

04/2019 – Ongoing - Dubai, UAE

* Product catalog, data entry and product research following the Google campaign guidelines and requirements.
* Order fulfillment and communication with supplier, customer service and sales agent.
* Collecting, organizing, and storing product information on main catalog sheet.
* Stock inventory update and reporting.
* Website & App Testing.
* Reporting directly to Managing Director.

**Head of Customer Experience & Support**

**E-commerce Online Store**

07/2018 - 12/2018 - Karachi, Pakistan

* Managing CCSF Team – Call Center, Communication, Support and Feedback Set individuals target, goals and assigned tasks.
* Hands-on training of New Team members online.
* Bring improvement on calls, emails, social media, chats and support.
* Identifying best practice and process that drive improvement in the working environment.
* Monitor on Support Ticket Management, Returns Management and Feedback etc.
* Manages the complete Call Center which includes Calls, Missed Calls, and Callbacks.
* Manages a dedicated team to provide top-tier customer experience.



**Manager Customer Service**

 **(Pakistan Official) - B2B Technology Partner for Web, Mobile & Outsourcing**

04/2018 - 07/2018 - Karachi, Pakistan

* Create an environment oriented to trust, open communication, creative thinking, and cohesive team effort.
* Motivate and inspire customer service team members. Help keep the team focused and on track
* Coach and help develop team members; help resolve dysfunctional behavior Facilitate problem solving and collaboration.
* Recognize and celebrate team and team member accomplishments and exceptional performance.
* Coordination with internal and external customers as necessary.
* Assure team addresses all relevant issues within the specifications and various standards Serve as meeting manager or business unit head.

**Senior Customer Support Specialist**

**E-commerce Online Store - Apparel & Fashion**

02/2014 - 03/2018 - Karachi, Pakistan

* Experience in all aspect of Customer Service – dealing with Inquiries over the phone and emails Handles all Amazon, eBay, Sears clothing apparel inquires, returns, refund, credit cards.
* Manages all delay shipment, order process, reshipment, and response to them immediately over the phone and emails.
* Maintain all sorts of customer support records, complaints, wrong items, tracking numbers on Google Docs according to the customer.
* Provide front-line phone support for online apparel stores.
* Response, maintain and process live chat, sensitive customer information and resolution responses to inquiries.
* Work with customization services providers in regards to embroidery/screen printing quotes to customers.

**Flight Operation Officer**

**Airline**

**PIA- Flight Operations Officer (OJT) On Job Training – License Renewal – Every 2 Years Renewed until Oct. 2020**

08/2012 - 10/2012 – Initial OJT- Karachi, Pakistan

* Worked on Computerized Sabre Flight Dispatch Manager to create Domestic & International Flight plans which include data support services, notice to airmen (NOTAMS), weather, airport suitability, and airspace restrictions, with real-time alerts.
* Assist the Pilot-in-command in flight preparation and provide the relevant information.
* Optimization functionality, route, altitude, speed and time are simultaneously analyzed to create an optimal flight path.
* Assist the pilot-in-command in preparing the operational and ATS flight plans, sign when applicable and file the ATS flight plan with the appropriate ATS unit.
* Collect the latest available data on, aerodrome facilities, ATC and communications procedures, NOTAMS, runway conditions, search and rescue facilities and other information likely to affect the flight.
* Multitasking several websites to generate TAF, METARS reports such as Aviation Weather Center, IPPC-Internet Pilots Planning Center, and National Meteorological Communication Center.



**Assistant Flight Operation Officer**

**Charter Air Line Under PCAA license and Ground Support & FBO**

09/2011 - 08/2012 - Karachi, Pakistan

* To assist the senior flight operation officers in the preparation of the flight briefing documentations.
* Conduct all the coordination with loading teams, transportation of crew, and RAMP co-ordination with flight manager required for the successful operation of flights.
* Attend to all incoming calls to Operations Control Area, referring those unable to address.
* Correspond with different civil aviation departments, handling agents, and fuel companies.
* Assisting Operations Controllers with arranging overflight/landing permits and ground handling support.

**Sales Support Supervisor**

**Information Technology & Services and BPO**

2007– 2012 - Karachi, Pakistan

* Provides encouragement to team members, including communicating team goals and identifying areas for new training or skill checks.
* Assists management with hiring processes and new team member training
* Answers team member questions, helps with team member problems and oversees team member work for quality and guideline compliance
* Communicates deadlines and sales goals to team members
* Develops strategies to promote team member adherence to company regulations and performance goals
* Generates and shares comprehensive and detailed reports about team performance, mission-related objectives, and deadlines
* Provides quality customer service, including interacting with customers, answering customer inquiries, and effectively handling customer complaints.
* Conduct all training as assigned by TRG management.
* Coaching and Feedback
* Making of weekly/monthly performance/assessment reports to present to the Operation Manager

**Sales Specialist**

**BPO organization**

2003 – 2006 - Ontario, Canada

* Taking outbound calls for many American Campaigns such as “SBC, AT&T, VERIZON, SPRINT & PacBell
* Selling and updating customer’s residential phone line accounts and update their packages and offer new promotions.
* Meeting daily sales target.
* Conduct all AT&T campaign outbound training & updates as assigned by Management.
* Give challenging assignments.
* Set clear priorities and Manage time efficiently.

**SKILLS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Customer Service** | **Customer Support** |  | **Complaint Resolutions Team Work Team Management** |
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|  | **Leadership Problem Solving** |  | **Quality Focus After Sales Services** | **Reporting** | **Organized** |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | **Attention to Details** |  | **Adaptable** |  |  | **Training and Development Positivity** |  |  | **Patience** |  | **Listening** |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | **Product Knowledge** |  | **Positive Attitude** |  | **Multitask** |  |  |  |  |  |  |  |  |  |  |  |  |
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**EDUCATION**

Business Administration and Management, General

**University of the People – Online – IN PROCESS**

2018 – 2022 - California, United States

Flight Operation Officer Training

**Air Link Executive Services**

2009 – 2009 - Karachi, Pakistan

High School Diploma - General

**August Martin High School**

1997 – 2002 - New York, United States

**LANGUAGES**

**English**



**Urdu**



Fluent



Native



**Hindi**

Fluent

**STATUS**

Visa Status: **Employment Visa** **–** **DMCC**

Passport: **Pakistan**

**REFERENCE**

Available upon request